



POSITIONS VACANT

Multiple Part-Time Guest Service Agent positions available across the Majestic Group!

As the **Guest Service Agent**, you will play an important role in the Front Office department providing an exemplary service to our guest experience. You will contribute to the performance of day to day Front Office processes utilising your amazing customer service skills and organisational abilities. You will get the chance to take ownership of what you do and be surrounded by an incredibly energetic, talented and motivated team.

Duties

- Provide an efficient and timely check in / out service
- Deliver concierge services as required
- Promote and sell Majestic Hotels products at all times
- Present rooms to potential customers
- Manage incoming calls with a professional approach
- Receive and conduct reservation enquiries efficiently
- Allocation of guest rooms on a daily basis
- Accurate processing of cash in line with policy and procedure

Skills and Experience

- Effective communication skills
- High level of accuracy and attention to detail
- Flexibility to work required shifts including weekends
- Ability to display initiative, problem solve and implement continual improvement
- High level of personal presentation and an attitude of professionalism at all times
- An engaging personality, self-motivated and high energy levels
- Proficient in Microsoft Word, Excel and Outlook
- A shared passion towards our groups vision and values

If you are a driven team player, looking to succeed in a culture of empowerment and accountability, please visit our website www.majestichotels.com.au and download the position description.

Applications to: *(must include covering letter & resume)*

Ellie Keany - Front Office Manager
Majestic Old Lion & Tynte St Apartments / Majestic Minima Hotel
North Adelaide SA 5006

E: employment@majestichotels.com.au

Applications close: 22 January 2021

Majestic Hotels employees may apply for this position and will be considered in line with other external applicants. Decisions will be made based on relevant experience, skills and merit. Prior to submitting your application, we encourage you to advise your manager.